

1-800-BetsOff Help Line

Monthly Activity Report

July 2015

Activity	#	Ave Time	
Hotline Calls	437	2	min
Live Chat	4	5	min

Time of Day:	Hotline	Live Chat
Midnight - 8 a.m.	48 11%	0 0%
8 a.m. - Noon	94 22%	2 50%
Noon - 4 p.m.	148 34%	0 0%
4 p.m. - 8 p.m.	93 21%	1 25%
8 p.m. - Midnight	54 12%	1 25%

Day of Week	Hotline	Live Chat
Monday	63 14%	3 75%
Tuesday	61 14%	0 0%
Wednesday	77 18%	0 0%
Thursday	75 17%	1 25%
Friday	77 18%	0 0%
Saturday	47 11%	0 0%
Sunday	37 8%	0 0%

Primary Reason for call	Total	Iowa	Out of State and Unknown	Live Chat
Casino banning	55 13%	10 2%	45 10%	0 0%
Gambler's Anonymous info	14 3%	9 2%	5 1%	0 0%
Need local # for treatment center	2 0%	2 0%	0 0%	0 0%
Other gambling related issue/?	3 1%	1 0%	2 0%	0 0%
Request for BETS OFF info pack	0 0%	0 0%	0 0%	0 0%
Request for gambling ed materials	1 0%	1 0%	0 0%	0 0%
Treatment inquiry for self	72 16%	30 7%	42 10%	0 0%
Treatment inquiry for other	21 5%	11 3%	10 2%	1 25%
*Sub-Total	168 38%	64 15%	104 24%	1 25%
Information about line	8 2%	4 1%	4 1%	0 0%
Media/Press	0 0%	0 0%	0 0%	0 0%
Casino info/buffet, etc.	104 24%	29 7%	75 17%	0 0%
Lottery issue/question	38 9%	25 6%	13 3%	0 0%
Other (wrong #, hang up, prank, etc.)	119 27%	11 3%	108 25%	3 75%
Sub-Total	269 62%	69 16%	200 46%	3 75%
GRAND TOTAL	437 100%	133 30%	304 70%	4 100%

Call Outcomes	Total	Iowa	Out of State and Unknown	Live Chat
Instructed to contact casino	104 24%	27 9%	77 25%	0 0%
Provided gambling assistance/counseling	13 3%	10 3%	3 1%	1 20%
Referred to IDPH/Website	2 0%	2 1%	0 0%	1 20%
Referred to Iowa Lottery	38 9%	25 8%	13 4%	0 0%
Referred to national #/out of state source	96 22%	0 0%	96 31%	0 0%
Referred to treatment provider	46 10%	46 15%	0 0%	0 0%
Request sent/referral to ISAIC	0 0%	0 0%	0 0%	0 0%
Supplied requested info	11 2%	8 3%	3 1%	0 0%
Sub Outcome Total	310 70%	118 27%	192 43%	2 40%
Unable to assist	0 0%	0 0%	0 0%	0 0%
Other (wrong #, hang up, prank, etc)	132 30%	17 4%	115 26%	3 60%
Sub Outcome Total	132 30%	17 4%	115 26%	3 60%
GRAND TOTAL	442 100%	135 31%	307 69%	5 100%

1-800-BetsOff Help Line Monthly Activity Report

July 2015

Agency Referrals

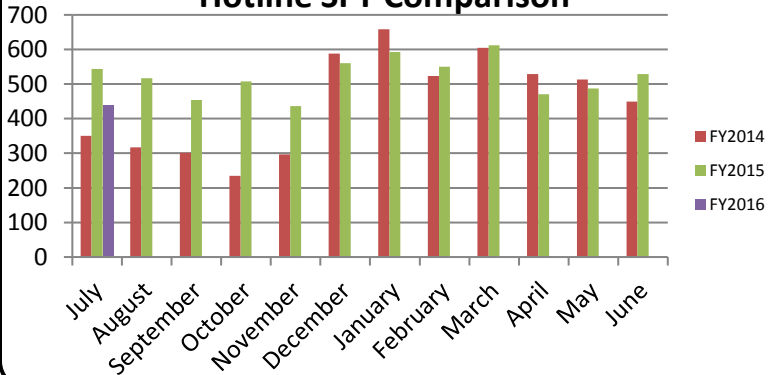
Referrals

	Hot Line #	Live Chat #	Total
ADDS of Southeast Iowa	2	0	2
Pathways	6	0	6
Prelude	19	0	19
Problem Gambling Recovery Services	0	0	0
Community & Family Resources	0	0	0
Family Services	7	0	7
Jackson Recovery Center	3	0	3
Compass Pointe	1	0	1
Substance Abuse Services	8	0	8
Prairie Ridge Treatment Center	0	0	0
TOTAL	46	0	46

Warm Hand Off

Attempted	Success	%
2	2	100%
6	6	100%
19	17	89%
0	0	0%
0	0	0%
6	5	83%
3	2	67%
1	1	100%
8	6	75%
0	0	0%
45	39	87%

Hotline SFY Comparison



Live Chat SFY Comparison

